Grievance Tracking: *Going from Filed to Arbitration*

(Course Code to be determined)

Course Description:

…a half day instructor led hands-on computer session designed to teach Washington State Human Resource professionals how to enter and track grievances for their agency. This session is intended for use ONLY by agencies that have employees represented by the mater agreements.

Performance Objectives:

Upon completion of this course, you should be able to:

- Understand how to use the new system to track grievances and run reports as needed.

Audience:

Required for end-users assigned to the following roles in HRMS:

- Agency Grievances Administrator
- Agency Grievances Processor

Optional for end-users assigned to the following roles in HRMS:

- Grievances Inquirer

HR
WSD **Personnel**